

Facilitator CHIPS



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

Principles of Change Management

Issue 13

July 2000

Facilitation Services Available:

- ♦ Process Improvement
- ♦ Team Building
- ♦ Change Management
- ♦ Strategic Planning
- ♦ Customer Focus and Assessment
- ♦ Baldrige Quality Award Criteria
- ♦ Valuing Differences
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For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

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1. **Change is seldom easy.** Therefore, we need to prepare ourselves for it and be as open and flexible as we can.
2. **People don't resist change as much as they resist being changed.** Try to force people to change, and they dig in their heels. It is better to involve people in every step of a change effort and get their cooperation.
3. **Change is easier to handle if we understand the history behind the change.** If people know the reason behind the change, they may be more open to acceptance of it.
4. **Unless things change, they remain the same.** As long as people do things the same way, they will get the same results. One definition of insanity is doing things the same way but expecting different results. To make improvements, people have to be willing to make changes.
5. **Change would be easy if it didn't involve people.** Any change to an organization involves people. Therefore, maximum communication with people is a priority in any change.
6. **Emotional acceptance is necessary for change.** Change requires creative people to successfully implement it. These people must successfully convince others of the need to change. Change happens because a group of people commit to it, not because it is a rational, logical process.
7. **Change is accepted slowly.** People need time to warm up to and accept change. They need to experiment with it to see how it will affect them.
8. **Change must be anchored.** Groups on the cutting edge of change often feel isolated. They need support and guidance to feel anchored to the direction and mission of the company.

(These principles are paraphrased from The Team Handbook, Joiner Associates Inc., 1996)

"The significant problems we face cannot be solved at the same level of thinking we were at when we created them" - Albert Einstein

"When you're through changing, you're through" - Bruce Barton

The ORO Facilitator program is available to assist you in implementing these Principles of Change Management as well as other organizational development needs (see Sidebar).

In our next issue: *Balanced Living*